

Receipt

Attorney Docket No.: K-299

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the Application of

Sang Kap PARK, Young Pyo BAE, Jeong Yeol PARK, Jeong Ha KIM, Seong Nam AN, Sung Guen KANG, Min Sook HAN, Pan Ju KIM, Chang Won KANG, Hee Chul KWAK, Yoon Woo CHOI, Yeong Seok JO, Sun Joo KIM and Jin Seok OH

Application No.: 09/893,688

Confirm. No.: 4954

Filed: June 29, 2001

For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND  
OPERATION METHOD THEREOF

RECEIVED  
NOV 02 2001  
Technology Center 2100

REQUEST FOR CORRECTED FILING RECEIPT

Box: Patent Application  
Commissioner of Patents and Trademarks  
Washington, D. C. 20231

Sir:

A corrected filing receipt is hereby requested in view of the errors which appear in the original. For the convenience of the Patent and Trademark Office, attached is a photocopy of the original receipt on which the errors have been noted in red.

It is believed that no fee is due. However, please credit or debit Deposit Account No. 16-0607 as necessary to effect entry of the attached corrections.

Respectfully submitted,  
FLESHNER & KIM, LLP

Daniel Y. J. Kim  
Registration No. 36,186

P. O. Box 221200  
Chantilly, VA 20153-1200  
Telephone: (703) 502-9440  
Date: September 6, 2001  
DYK/cng



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/893,688	06/29/2001	2171	1634	K-299	27	58	6

CONFIRMATION NO. 4954

## FILING RECEIPT



\*OC00000006447163\*

FLESHNER & KIM, LLP  
P.O. Box 221200  
Chantilly, VA 20153-1200

Date Mailed: 08/20/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Sang Kap Park, Seoul, KOREA, REPUBLIC OF;  
Young Pyo Bae, Seoul, KOREA, REPUBLIC OF;  
Jeong Yeol Park, Seoul, KOREA, REPUBLIC OF;  
Jeong Ha Kim, Seoul, KOREA, REPUBLIC OF;  
Seong Nam An, Kyonggi-do, KOREA, REPUBLIC OF;  
Sung Guen Kang, Seoul, KOREA, REPUBLIC OF;  
Min Sook Han, Seoul, KOREA, REPUBLIC OF;  
Pan Ju Kim, Gwangju-shi, KOREA, REPUBLIC OF;  
Chang Won Kang, Gwangju-shi, KOREA, REPUBLIC OF;  
Hee Chul Kwak, Gwangju-shi, KOREA, REPUBLIC OF;  
Yoon Woo Choi, Gwangju-shi, KOREA, REPUBLIC OF;  
Yeong Seok Jo, Daegu-shi, KOREA, REPUBLIC OF;  
Sun Joo Kim, Seoul, KOREA, REPUBLIC OF;  
Jin Seok Oh, Daegu-shi, KOREA, REPUBLIC OF;

Yoon ←

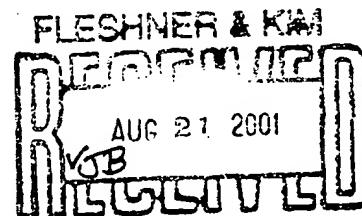
## Assignment For Published Patent Application

LG Electronics Inc.;

## Domestic Priority data as claimed by applicant

## Foreign Applications

REPUBLIC OF KOREA 37254/2000 06/30/2000  
REPUBLIC OF KOREA 69916/2000 11/23/2000  
REPUBLIC OF KOREA 79646/2000 12/21/2000



If Required, Foreign Filing License Granted 08/18/2001

**Projected Publication Date:** 01/03/2002

**Non-Publication Request:** No

**Early Publication Request:** No

**Title**

Customer relationship management system and operation method thereof

**Preliminary Class**

707

---

**Data entry by :** DUONG, MICHAEL

**Team :** OIPE

**Date:** 08/20/2001



**LICENSE FOR FOREIGN FILING UNDER**  
**Title 35, United States Code, Section 184**  
**Title 37, Code of Federal Regulations, 5.11 & 5.15**

**GRANTED**

The applicant has been granted a license under 35 U.S.C. 184, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" followed by a date appears on this form. Such licenses are issued in all applications where the conditions for issuance of a license have been met, regardless of whether or not a license may be required as set forth in 37 CFR 5.15. The scope and limitations of this license are set forth in 37 CFR 5.15(a) unless an earlier license has been issued under 37 CFR 5.15(b). The license is subject to revocation upon written notification. The date indicated is the effective date of the license, unless an earlier license of similar scope has been granted under 37 CFR 5.13 or 5.14.

This license is to be retained by the licensee and may be used at any time on or after the effective date thereof unless it is revoked. This license is automatically transferred to any related applications(s) filed under 37 CFR 1.53(d). This license is not retroactive.

The grant of a license does not in any way lessen the responsibility of a licensee for the security of the subject matter as imposed by any Government contract or the provisions of existing laws relating to espionage and the national security or the export of technical data. Licensees should apprise themselves of current regulations especially with respect to certain countries, of other agencies, particularly the Office of Defense Trade Controls, Department of State (with respect to Arms, Munitions and Implements of War (22 CFR 121-128)); the Office of Export Administration, Department of Commerce (15 CFR 370.10 (j)); the Office of Foreign Assets Control, Department of Treasury (31 CFR Parts 500+) and the Department of Energy.

**NOT GRANTED**

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15(b).

**PLEASE NOTE the following information about the Filing Receipt:**

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 500 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
Washington, DC 20231